

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4766

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54369

Date: 8/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Helen

Rudi

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

08/08/06

Docket # E-01345A-05-0816

Caller is opposed to the upcoming APS rate increase. The higher cost of utilities is difficult to manage on a fixed income. The PSA portion of her bill increased by \$5.00.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/08/06

Advised customer that her opinion will be docketed and her comments will be considered before a decision is rendered in the APS application. I thanked her for her interest and provided my name and phone number for any future concerns she may have.

End of Comments

Date Completed: 8/9/2006

Opinion No. 2006 - 54369

Arizona Corporation Commission

DOCKETED

AUG 10 2006

DOCKETED BY

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ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL
2006 AUG 10 A 8:29

RECEIVED

E. 01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54368

Date: 8/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Cherell A.

Wallace

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

08/04/06 CORRESPONDENCE

Docket # E-01345A-05-0816

Thomas F. & Cherell A Wallace

[REDACTED]

July27, 2006 AUG 04 2006
Arizona Corporation Commission
1300 W. Washington Phoenix, AZ 85007

Re: APS Requested Rate Hike

To Whom It May Concern:

This letter is in response to APS requesting yet another rate hike of 14%. We find this request to be unfathomable, especially in light of the fact that they just implemented a 7% rate hike. A total of 21% rate hike would seem to be totally excessive and makes us wonder just what fiscal management theory they employ!! Especially with the large profit numbers they have posted.

I would love to request an increase in my monthly Social Security check, but am unable to do so. We do not have the luxury of requesting an increase in our cost of living amounts.

Please carefully consider the huge ramifications on those households with a fixed income. It appears that Arizona wishes to recruit retirees to this area but does nothing to protect their security, i.e., good medical care and reasonable household expenses. If that is not the case, we will certainly do our share to warn prospective residents. Word of mouth is very powerful. Thank you for your consideration in this matter.

Very truly yours,
Cherell A. Wallace
cc: AARP National
George W. Bush

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/09/06 LETTER SENT AS FOLLOWS
August 9, 2006

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Ms. Wallace:

Your letter regarding the Arizona Public Service Company ("APS" rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 from outside of the Phoenix Metro Area.

Sincerely,
Trish Meeter


Consumer Service Specialist
Utilities Division

End of Comments

Date Completed: 8/9/2006

Opinion No. 2006 - 54368
